History in Brief

Date	Event
1988	
20 July	The Commissioner for Administrative Complaints ("COMAC") Bill was passed by the Legislative Council ("LegCo")
1989	
1 February	The COMAC Ordinance was enacted
	First Commissioner Mr Arthur Garcia, JP assumed office
1 March	The Office of COMAC became operational with staff seconded from Government
15 November	COMAC became a member of the International Ombudsman Institute
1993	
21 July	Legislative review completed, the COMAC (Amendment) Bill was introduced into LegCo
1994	
1 February	Second Commissioner Mr Andrew So, JP assumed office
24 June	The COMAC Ordinance was amended: • to enable the public to lodge complaints directly, instead of by referral from LegCo Members • to extend the jurisdiction to some major statutory bodies • to empower the Commissioner to publish anonymised investigation reports • to empower the Commissioner to initiate direct investigation
30 June	Advisers were appointed to provide expert advice and professional opinion
1 July	Chinese title of the Commissioner was changed to「申訴專員」and the Office to「申訴專員公署」
1995	
1 March	Jurisdiction was extended to investigation into alleged breach of Code on Access to Information
24-26 October	The Commissioner hosted the 15th Australasian and Pacific Ombudsman Conference and the International Ombudsman Symposium

History in Brief

Date	Event
1996	
1 March	Non-official Justices of the Peace (JPs) were enlisted in a JPs Assistance Scheme
16 April	The Ombudsman's Office participated in the establishment of the Asian Ombudsman Association and became a founding member
12-13 June	First Complaint Management Workshop for public officers was organised
5 September	Resource Centre was opened
24 October	The Ombudsman was elected to the Board of Directors of the International Ombudsman Institute
27 December	English titles were changed to "The Ombudsman" and "Office of The Ombudsman"
1997	
1 April	Mediation service was launched as an alternative dispute resolution method
25 July	The Ombudsman's Awards were introduced to acknowledge public organisations handling complaints positively
1998	
8 May	The Ombudsman was elected Secretary of the Asian Ombudsman Association
1999	
1 April	Third Ombudsman Ms Alice Tai, JP assumed office
22 July	The Ombudsman's Awards were extended to acknowledge public officers' contribution towards better quality services
2000	
27 July	The Ombudsman's Awards were further extended to acknowledge public officers handling complaints professionally
2 November	The Ombudsman was elected to the Board of Directors of the International Ombudsman Institute

History in Brief

Date	Event
2001	
28 March	Telephone complaint service was introduced
19 December	The Ombudsman (Amendment) Ordinance 2001 came into operation: • to establish The Ombudsman as a corporation sole with full powers to conduct financial and administrative matters • to empower The Ombudsman to set terms and conditions of appointment for staff • to adopt systems and processes separate from Government
2002	
6 September	Office moved to permanent accommodation at Shun Tak Centre in Sheung Wan
16 October	The Ombudsman was elected Secretary of the International Ombudsman Institute
2003	
November	Training in mediation was provided for public officers to promote such service among public organisations
2004	
1 April	Ms Alice Tai, JP started her second term (2004 – 2009) as The Ombudsman
10 September	The Ombudsman was re-elected as Secretary of the International Ombudsman Institute
13 December	With the departure of the last civil service secondee, this Office was staffed by a workforce entirely appointed by The Ombudsman under The Ombudsman Ordinance
2005	
24 October	A "Memorandum of Administrative Arrangements" was signed between the Director of Administration and The Ombudsman to set out the general principles and guidelines governing the administrative arrangements for this Office
28 November – 1 December	The Ombudsman hosted the 9th Asian Ombudsman Association Conference